Department of Safety and Professional Services (DSPS)

Agency Performance Dashboard **Q1 FY2018**

Economic Development

Plan review time

Metric Definition The number of days between a customer's requested plan review date and the department's initial execution of review.

Goal Met	Current	Previous	Target	Trend
✖	13.27 days	11.48 days	13 days	↓

Reporting Cycle Quarterly (July 1 - September 30)

Additional Details Prompt plan review is crucial in allowing businesses to begin construction, hire workers, and further contribute to Wisconsin's economy. During the first quarter of Fiscal Year 2018, the department saw a substantial increase in plan submitals. This is a positive sign of a strong economy and also accounts for the longer timeframe for plan review as staff managed an increased workload.

Reform and Innovation

Prescription Drug Monitoring Program (PDMP) - new users

Metric Definition Total number of healthcare and law enforcement professionals that have registered for new user accounts to access the PDMP.

Goal Met	Current	Previous	Target	Trend
✔	2,421	6,737	750	↓

Reporting Cycle Quarterly (July 1 - September 30)

Additional Details	DSPS conducts a robust outreach program to encourage healthcare professionals to register for and utilize the PDMP. Data show that access to PDMP data can help decrease prescription drug abuse and overprescribing of prescription medications.
	The PDMP is an online database that contains information about scheduled prescription drugs dispensed in Wisconsin. Healthcare professionals can access the database to make better-informed prescribing decisions. The PDMP is an important tool in the fight against prescription drug abuse. *NOTE: DSPS launched the new ePDMP system on 1/17/17. All users of the previous system were required to re-register. Target metrics and previous quarter metrics are therefore not necessarily representative of the actual trend.*

Prescription Drug Monitoring Program (PDMP) - user queries

Metric Definition   The number of PDMP data queries performed by registered users.

Goal Met	Current	Previous	Target	Trend
✔	2,550,086	2,398,786	300,000	⬆

Reporting Cycle   Quarterly (July 1 - September 30)

Additional Details   The number of PDMP data queries is used to assess the success and efficacy of the PDMP. Data shows that access to PDMP data can help decrease prescription drug abuse and overprescribing of prescription medications.

The PDMP is an online database that contains information about scheduled prescription drugs dispensed in Wisconsin. Healthcare professionals can access the database to make better-informed prescribing decisions. The PDMP is an important tool in the fight against prescription drug abuse.   *NOTE: Beginning on April 1, 2017, healthcare professionals who prescribe controlled substance drugs are required to review a patient's PDMP report prior to writing the prescription in most cases. DSPS has been educating and training about the change to increase prescriber utilization in anticipation of the new requirement. Target metrics and previous quarter metrics are therefore not necessarily representative of the actual trend.*

Efficient and Effective Services

License renewal processing time

Metric Definition   The number of days from submission of a complete application for licensure renewal and the DSPS approval or denial

Goal Met	Current	Previous	Target	Trend
✖	5 days	4 days	4 days	↓

Reporting Cycle — Quarterly (July 1 - September 30)

Additional Details — Prompt license renewal ensures that professionals can continue to practice unimpeded, protecting the professional's ability to continue in the workforce.

Customer/Taxpayer Satisfaction

Customer satisfaction levels

Metric Definition — Self-reported satisfaction levels gathered from responses to the DSPS customer service survey.

Goal Met	Current	Previous	Target	Trend
✔	96.22%	81.37%	90%	↑

Reporting Cycle — Quarterly (July 1 - September 30)

Additional Details — This data is a measure of customer-reported levels of satisfaction. DSPS' goal is to provide a pleasant experience for our customers, while serving them efficiently and promptly.

Timely complaint resolution

Metric Definition — Percentage of current pending cases that are within the DSPS 18-month case closure goal.

Goal Met	Current	Previous	Target	Trend
✖	92%	95%	95%	↓

Reporting Cycle — Quarterly (July 1 - September 30)

Additional Details — DSPS receives nearly 3,000 complaints against credential holders each year. Cases opened by DSPS are thoroughly investigated to determine whether unprofessional conduct has occurred and are reviewed by attorneys, professional boards, and sections to determine if discipline is warranted. Occasionally, factors outside of DSPS' control may elongate the complaint resolution time-frame.

Customer service center call handling time

Metric Definition — Length of time that a DSPS customer speaks to a customer service representative.

Goal Met	Current	Previous	Target	Trend

Goal Met	Current	Previous	Target	Trend
✔	2:51	2:38	2:30	↓

Reporting Cycle Quarterly (July 1 - September 30)

Additional Details DSPS customer service representatives are trained to answer customer questions accurately and efficiently.

License Look-Up usage

Metric Definition The number of times that consumers have used the DSPS website to verify a licensed professional.

Goal Met	Current	Previous	Target	Trend
✔	526,133	452,372	315,000	↑

Reporting Cycle Quarterly (July 1 - September 30)

Additional Details

The DSPS License Look-Up app is an important consumer protection tool that verifies licensed professionals in Wisconsin.